THE CLAIMS:

Please amend claims 1, 7, 10 and 13 and add new claim 35 as follows:

1. (Currently Amended) A system for providing a communication link between a central station (11) that is selected out of a number of individual, different central stations (11) and a remote mobile or stationary object (13) by means of transmitting and receiving communication means (14, 15) for speech and data transmission, the communication link comprises a speech transmission link between the selected central station (11) and the operator of the remote object (13), and a data transmission link between the remote object and the selected central station, wherein the system comprises a centralized communication and database server (10), the data transmission link being routed via said centralized communication and database server (10) for handling at least one of operator and object related information by the selected central station (11), wherein the information includes an emergency at the remote mobile or stationary object, the emergency having a priority of execution relative to a plurality of types of simultaneously required services used to determine preferred handling thereof.

2. (Original) The system as recited in claim 1, wherein the communication and database server (10) comprises a communication server (19) with functionality for handling operator and object identification, and operator and object information database (22) as well an application server (21) with functionality for making relevant information available to the central station (11).

3. (Original) The system as recited in claim 2, wherein the application server (21) is provided with functionality for updating operator and object information.

4. (Previously Presented) The system as recited in claim 1, wherein the communication link is established via a cellular communication network (14) or a satellite communication network (15).

5. (Previously Presented) The system as recited in claim 4, wherein the central station (11) is a customer service center and the remote object (13) is one of a vehicle, a boat, a plane and a remote facility.

6. (Previously Presented) The system as recited in claim 4, wherein the central station (11) is a customer service center and the remote object (13) is one of a vehicle, a boat, and a plane equipped with a Global Positioning System (16) for providing information regarding the remote object's position.

7. (Currently Amended) A method for providing a communication link between a central station (11) being selected out of a number of individual, different central stations (11) and a remote mobile or stationary object (13), characterized in the steps of establishing a speech connection between the selected central station (11) and the remote object (13), and simultaneously establishing data connections between the remote object and a communication and database server (10) for handling at least one of operator and object related information by the selected central station as well as between the selected central station and said communication and database server (10) wherein the information includes an emergency at the remote mobile or stationary object, the emergency having a priority of execution relative to a plurality of types of simultaneously required services used to determine preferred handling thereof.

8. (Original) The method as recited in claim 7, further comprising the steps of locating the position of the remote object (13), controlling the functional and operational status of the remote object and its operator, and adapting the response to the type of service requested.

9. (Original) The method as recited in claim 7, further comprising the steps of providing the communication and database server (10) with the functionality for adding, removing and updating services.

10. (Currently Amended) A method for activating a service center response to a vehicle service request call, said method comprising: providing a system for establishing a communication link between a central station being selected out of a number of individual, different central stations and a remote mobile or stationary object; and transmitting and receiving speech and data communications transmission via the communication link that comprises a speech transmission link between the selected central station and the operator of the remote object, and a data transmission link between the remote object and the selected central station which is routed via a centralized communication and database server for handling at least one of operator and object related information by the selected central station (11) wherein the information includes an emergency at the remote mobile or stationary object, the emergency having a priority of execution relative to a plurality of types of simultaneously required services used to determine preferred handling thereof.

11. (Original) The method as recited in claim 10, wherein the communication and database server comprises a communication server with functionality for handling operator and object identification, an operator and object information database as well an application server with functionality for making relevant information available to the central station.

12. (Original) The method as recited in claim 11, wherein the application server is provided with functionality for updating operator and object information.

13. (Currently Amended) The method as recited in claim ~~13~~ 12, wherein the central station is a customer service center and the remote object is one of a vehicle, a boat, a plane and a remote facility.

14. (Original) The method as recited in claim 13, wherein the central station is a customer service center and the remote object is one of a land vehicle, a boat, and a plane equipped with a Global Positioning System for providing location information about the remote object.

15. (Original) The method as recited in claim 13, wherein the central station is a customer service center and the remote object is one of a land vehicle, a boat, and a plane equipped with a Global Positioning System for providing location information about the remote object.

16. (Previously Presented) The system as recited in claim 1, wherein the different central stations have different interfaces, and the centralized communication and database server is adapted to handle at least one of operator and object related information in view of the interface of the selected central station (11).

17. (Previously Presented) The system as recited in claim 1 or 16, wherein each central station is a national service center operator.

18. (Previously Presented) The system as recited in claim 1 or 16, wherein the speech transmission link is separate from the data transmission link.

19. (Previously Presented) The system as recited in claim 1 or 16, wherein the speech transmission link is provided directly between the selected central station (11) and the operator of the remote object (13).

20. (Previously Presented) The method as recited in claim 7, wherein the different central stations have different interfaces, and the centralized communication and database server is adapted to handle at least one of operator and object related information in view of the interface of the selected central station (11).

21. (Previously Presented) The method as recited in claim 7, wherein the speech transmission link is separate from the data transmission link.

22. (Previously Presented) The method as recited in claim 7, wherein the speech transmission link is established directly between the selected central station and the operator of the remote object.

23. (Previously Presented) The method as recited in claim 10, wherein the different central stations have different interfaces, and the centralized communication and database server s adapted to handle at least one of operator and object related information in view of the interface of the selected central station.

24. (Previously Presented) The method as recited in claim 10, wherein the speech transmission link is separate from the data transmission link.

25. (Previously Presented) The method as described in claim 10, wherein the speech transmission link is established directly between the selected central station and the operator of the remote object.

26. (Previously Presented) The system as recited in claim 1, including remote diagnosis of the emergency.

27. (Previously Presented) The system as recited in claim 26, further including generation of a diagnostic report.

28. (Previously Presented) The system as recited in claim 1, wherein a module provides the information using an emergency sensor.

29. (Previously Presented) The method as recited in claim 7, including remote diagnosis of the emergency.

30. (Previously Presented) The method as recited in claim 29, further including generation of a diagnostic report.

31. (Previously Presented) The method as recited in claim 7, wherein a module provides the information using an emergency sensor.

32. (Previously Presented) The method as recited in claim 10, including remote diagnosis of the emergency.

33. (Previously Presented) The method as recited in claim 32, further including generation of a diagnostic report.

34. (Previously Presented) The method as recited in claim 10, wherein a module provides the information using an emergency sensor.

35. (New) The system as recited in claim 1, wherein the priority of execution is assigned and affected by a functionality application server.